



PROVIDENCE STATION PASSENGER SURVEY AND RIDERSHIP ANALYSIS

**RHODE ISLAND DEPARTMENT OF TRANSPORTATION
INTERMODAL PLANNING SECTION**

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*** INCLUDES SOUTH ATTLEBORO STATION WINDSHIELD SURVEY ANALYSIS**

Providence Station Passenger Survey and Ridership Analysis

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Providence Station Commuter Rail Passenger Survey

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Providence Station Passenger Survey and Analysis of Potential Diversion of Ridership to Upcoming Rhode Island Commuter Rail Stations

Executive Summary

The purpose of this paper is to present findings of a June 2008 passenger rail survey conducted by the Rhode Island Department of Transportation (RIDOT). The survey was distributed to Massachusetts Bay Transit Authority (MBTA) commuter rail passengers at the Providence Train Station on June 17, 2008. This information has been used to project the number of passengers who may be diverted from the Providence Station to the future stations at T. F. Green Airport in Warwick, Wickford Junction in North Kingstown, as well as to other potential future Stations along the Northeast Corridor in Rhode Island.

The onboard passenger survey builds upon a series of surveys conducted by the consultants Edwards and Kelcey, Inc. for the RIDOT in 2000 and 2001. The purpose of the 2000 survey was to determine ridership that could be diverted from Providence Station to the proposed Warwick Station. The 2001 survey analyzed license plates to determine ridership that could be diverted from the South Attleboro and Attleboro Stations to the proposed Warwick Station.

Since the Warwick Station has recently entered the construction phase, new data to update ridership may be useful in the near future. In August 2008, a windshield survey was conducted, gathering data from commuters using the South Attleboro Station commuter parking lots. This survey was conducted in conjunction with the passenger survey at Providence Station, and the results of which can be found in this report.

The 2008 onboard passenger survey was conducted to determine ridership characteristics including origin of trip, mode of transportation, trip purpose(s), trip frequency, and the time of return back to Providence Station from Boston. In addition, comments from passengers were encouraged and then incorporated into the survey analysis process.

Key findings of the 2008 passenger survey include:

- Nearly 75 percent of the ridership is from the Greater Providence communities including Providence (63.9%) and Cranston (7.1%).
- 31% of Providence Station commuter rail passengers are dropped off at the Station by car. 29.4% drive to the Station and use the Station or other parking facilities. 18.6% walk to the Station and 17.4% take the RIPTA bus or trolley to the Station.
- The vast majority of the surveyed passengers (73.2%) travel via commuter rail on a daily basis. 90.5% of all the surveyed passengers travel for work-related purposes
- The most common final destination for the surveyed passengers was South Station. The second most common was Back Bay. The least amount of passengers listed South Attleboro as their final destination.

- Over fifty percent of passengers get back to Providence at the end of the day between 6:00 PM and 7:00 PM.
- The majority of Providence Station commuters (78.2%) will continue to use Providence Station once the T. F. Green and Wickford Junction Stations are complete.
- A potential Station in Cranston (20.6% of surveyed passengers) has the most amount of interest from Providence Station passengers.
- Most of the passenger comments were concerned with delays in the commuter rail system, or requests for additional trips between Providence and Boston.

To determine the potential number of passengers who plan to use the T. F. Green and Wickford Junction Stations in the near future, ridership from Rhode Island was assessed from Providence Station to South Attleboro Station. In the data of the 2000-2001 surveys, 37 of Rhode Island's 39 municipalities were represented. Based on the findings from the June 2008 passenger survey, only 18 of Rhode Island's 39 municipalities were recorded as the passenger origin.

In addition, three Massachusetts municipalities were present in the 2008 data: Swansea and Fall River in Southeastern Massachusetts, and Somerville in the Greater Boston Area. As an outlier, the passenger who claimed to be from Somerville probably stayed in Providence overnight. Unlike the 2001 survey, the 2008 passenger survey did not see data from any of Connecticut's municipalities.

For an overview of the passenger survey data in tabulation form, see Exhibit 4 at the end of this report.

Introduction

RIDOT is currently advancing the design and construction of commuter rail stations at T. F. Green Airport in Warwick and at Wickford Junction in North Kingstown. Funding for this phase of the project, Phase I of II, is authorized under the 1998 Federal Transportation Equity Act for the 21st Century (TEA 21). These stations will be located along the Northeast Corridor (NEC). The station at T. F. Green will include a sky bridge with moving sidewalks between the train station and the Airport.

Phase II of the project, which is to be studied in the near future, consists of additional rail expansion. The survey asked passengers which station they would use when Phase I service was initiated, and which future conceptual stations would be the most appealing. Based on RIDOT's Intermodal Planning Section's internal discussions on the Phase II study, the following stations to be studied were listed on the survey: Cranston, East Greenwich, Kingston, Westerly, and West Davisville.

This report provides comparative analysis between the ridership characteristics obtained in the surveys conducted by consultants Edwards and Kelcey in 2000 and 2001 and the 2008 surveys. For specific data Tables, information, and the overall results of the 2000 and 2001 surveys, please consult their report.

Methodology

A 10-question survey was developed to determine passengers' place of origin, time of departure from Providence, typical means of transportation/access to the Station, purpose of the trip, frequency of travel, final destination/Station stop, return time, and future station use. The survey is presented as Exhibit 1.

Surveys were distributed to inbound MBTA passengers at the Providence Train Station during the peak morning rush hours between 5:45 AM and 9:45 AM on June 17, 2008. Unlike the 2000 survey, signs were not posted in the Station's display case in advance to notify rail passengers of any upcoming survey. Table 1 below presents returned passenger surveys and departure times for the Providence to Boston trains.

The survey was distributed at major access points throughout the station before peak morning train departures. A group of RIDOT interns boarded the trains and collected the surveys between Providence Station and South Attleboro Station. At South Attleboro Station, the group was then picked up and driven back to Providence Station, and the process was repeated for each of the six studied departure times (6:07, 6:33, 7:12, 7:35, 8:10, and 9:45 AM).

Between six and seven hundred surveys were distributed to commuter rail passengers and 465 were collected on-board by RIDOT, or mailed with receipt to RIDOT's Intermodal Planning office on or prior to July 3. A return rate between 66.4% and 77.5% of the six or seven hundred surveys assures a high confidence level in the data returned. Four surveys (0.9%) were returned without any departure time listed. These are marked on Table 1 in the "Undefined" category.

Table 1
Providence-Boston Commuter Rail
Eastbound Train and Survey Information

TRAIN NO.*	DEPARTURE TIME	NO. SURVEY RETURNS	PERCENTAGE
<i>Surveyed Trains</i>			
804 AM	6:07 AM	62	13.3%
806 AM	6:33 AM	79	17.0%
808 AM	7:12 AM	146	31.4%
810 AM	7:35 AM	60	12.9%
812 AM	8:10 AM	89	19.1%
814 AM	9:43 AM	25	5.4%
Undefined	N/A	4	0.9%
<i>Trains Not Surveyed</i>			
800 AM	5:07 AM	N/A	N/A
802 AM	5:25 AM	N/A	N/A
816 AM	11:42 AM	N/A	N/A
818 PM	1:30 PM	N/A	N/A
820 PM	3:20 PM	N/A	N/A

822 PM	5:10 PM	N/A	N/A
824 PM	6:00 PM	N/A	N/A
826 PM	8:12 PM	N/A	N/A
828 PM	9:42 PM	N/A	N/A
<i>Totals</i>			
15 Trains	N/A	465	100%

* Each train is individually numbered by MBTA numerically, and designated with AM or PM.

Trip Origin/Hometown

In the 2001 report, the municipalities of Rhode Island were grouped together into regions defined by the consultant: Metropolitan Providence, South of Metropolitan Providence, East Bay, and North of Metropolitan Providence. Municipalities in southeastern Massachusetts were grouped with the East Bay municipalities.

Rumford and Riverside, two neighborhoods of East Providence that were represented in the surveys, are for all representations part of East Providence.

As indicated in Table 2.1, the overwhelming majority of Providence Station ridership is from the Greater Providence area. Table 2 displays the hierarchy of ridership from individual communities, and unlisted communities fall into the “Other” category. Darker entries in Tables 2.2 to 2.8 represent higher numbers of passengers. Exhibit 2 at the end of this report identifies the spatial distribution of Providence Station ridership on a state map.

Table 2.1
Most Common Passenger Origins

Municipality	Percent of Total Surveys	No. of Returned Surveys	Most Frequent Departure Time
Providence	63.9%	297	7:12 AM
Cranston	7.1%	33	7:12 AM
Warwick	6.9%	32	7:12 AM
East Prov.	3.7%	17	7:12 AM
Undefined	3.0%	14	7:12 AM
Barrington	2.8%	13	6:33 AM
Johnston	1.9%	9	7:12 AM
E. Greenwich	1.9%	9	6:33 AM
Other	9.5%	41	N/A
<i>Totals</i>	100%	465	N/A

Table 2.1 lists the Rhode Island municipalities that were listed as trip origins for the past, descending from those with the highest percentages.

Table 2.2
Complete List of Trip Origins for Commuter Rail Passengers

Municipality	Percent of Total Surveys	No. of Returned Surveys	Most Frequent Departure Time
Barrington	2.8%	13	6:33 AM
Bristol	1.3%	6	7:12 AM
Coventry	0.2%	1	7:12 AM
Cranston	7.1%	33	7:12 AM
East Greenwich	1.9%	9	6:33 AM
East Providence	3.7%	17	7:12 AM
Fall River	0.2%	1	6:33 AM
Jamestown	0.2%	1	6:33 AM
Johnston	1.9%	9	7:12 AM
Lincoln	0.4%	2	7:12 AM
Undefined	3.0%	14	7:12 AM
Narragansett	0.2%	1	6:07 AM
North Kingstown	0.2%	1	7:12 AM
N. Providence	1.5%	7	7:12 AM
Pawtucket	1.0%	5	7:12 AM
Providence	63.9%	297	7:12 AM
Smithfield	0.4%	2	6:33 AM
Somerville	0.2%	1	6:07 AM
Swansea	0.4%	2	6:07 AM
Warren	0.9%	4	7:12 AM
Warwick	6.9%	32	7:12 AM
West Warwick	1.1%	5	6:33 / 7:12 AM
<i>Totals</i>	100%	465	7:12 AM

Table 2.2 (above) represents an alphabetically-organized listing of all municipalities, both of Rhode Island and Massachusetts, recorded as the “trip origin” for the surveyed passengers. Unlike the 2000 and 2001 surveys, the 2008 survey uses several supplemental approaches to ensure a wide variety of data analysis.

In the first approach to presenting trip origin data, different regions have been used to arrange and sort the data, defined by the regions used in the Intermodal Planning Section's Enhancement Program: Blackstone Valley and Northern Rhode Island, Greater Providence, West Bay, East Bay, Aquidneck Island and Block Island, and South County.

Table 2.3
Blackstone Valley and Northern Rhode Island

Municipality	Quantity of Surveys	Percentage of Total Surveys	Percentage of Region Total	Most Frequent Departure Time
Burrillville	0	0%	0%	N/A
Central Falls	0	0%	0%	N/A
Cumberland	0	0%	0%	N/A
Foster	0	0%	0%	N/A
Glocester	0	0%	0%	N/A
Lincoln	2	0.4%	22.2%	7:12 AM
North Smithfield	0	0%	0%	N/A
Pawtucket	5	1.0%	55.6%	7:12 AM
Smithfield	2	0.4%	22.2%	6:33 AM
Scituate	0	0%	0%	N/A
Woonsocket	0	0%	0%	N/A
<i>Totals</i>	9	1.9%	100%	N/A

- As noted in the 2001 survey, many of these communities are located north of Providence but are more accessible to Providence Station via Route 146 than to the South Attleboro Station or the Attleboro Station. Unlike the "North of Metropolitan Providence" region from the 2001 survey, this region does not include Massachusetts communities like Boston and Brockton.
- Ridership from three of this region's eleven communities accounts for 1.9% of the total ridership of the trains surveyed.

Table 2.4
Greater Providence

Municipality	Quantity of Surveys	Percentage of Total	Percentage of Region	Most Frequent Departure Time
Cranston	33	7.1%	9.5%	7:12 AM
Johnston	9	1.9%	2.6%	7:12 AM
N. Providence	7	1.5%	2.02%	7:12 AM
Providence	297	63.9%	85.8%	7:12 AM
<i>Totals</i>	346	74.4%	100%	N/A

- Ridership from all four of this region's communities accounts for 74.4% of the total ridership of the trains surveyed.

**Table 2.5
West Bay**

Municipality	Quantity of Surveys	Percentage of Total Surveys	Percentage of Region Total	Most Frequent Departure Time
Coventry	1	0.2%	2.1%	7:12 AM
East Greenwich	9	1.9%	19.2%	6:33 AM
Warwick	32	6.9%	68.1%	7:12 AM
West Greenwich	0	0%	0%	N/A
West Warwick	5	1.1%	10.6%	6:33 / 7:12 AM
<i>Totals</i>	47	10.1%	100%	N/A

- Ridership from four of this region's five communities accounts for 10.1% of the total ridership of the trains surveyed.

**Table 2.6
East Bay**

Municipality	Quantity of Surveys	Percentage of Total Surveys	Percentage of Region Total	Most Frequent Departure Time
Barrington	13	2.8%	32.5%	6:33 AM
Bristol	6	1.3%	15%	7:12 AM
East Providence	17	3.7%	42.5%	7:12 AM
Warren	4	0.9%	10%	7:12 AM
<i>Totals</i>	37	8.6%	100%	N/A

- The community of East Providence includes surveys returned with Riverside or Rumford listed as point of origin.
- Unlike the 2001 survey, the East Bay region does not include southeastern Massachusetts communities such as Seekonk, Swansea, and Fall River (see below).
- Ridership from all four of this region's communities accounts for 8% of the total ridership of the trains surveyed.

**Table 2.7
South County**

Municipality	Quantity of Surveys	Percentage of Total Surveys	Percentage of Region Total	Most Frequent Departure Time
Charlestown	0	0%	0%	N/A
Exeter	0	0%	0%	N/A
Hopkinton	0	0%	0%	N/A
Narragansett	1	0.2%	50%	6:07 AM
North Kingstown	1	0.2%	50%	7:12 AM
Richardson	0	0%	0%	N/A
South Kingstown	0	0%	0%	N/A
Westerly	0	0%	0%	N/A
<i>Totals</i>	2	0.4%	100%	N/A

- Ridership from two of this region's eight communities accounts for 0.4% of the total ridership of the trains surveyed.

Table 2.8
Aquidneck Island and Block Island

Municipality	Quantity of Surveys	Percentage of Total Surveys	Percentage of Region Total	Most Frequent Departure Time
Jamestown	1	0.2%	100%	6:33 AM
Little Compton	0	0%	0%	N/A
Middletown	0	0%	0%	N/A
Newport	0	0%	0%	N/A
New Shoreham	0	0%	0%	N/A
Portsmouth	0	0%	0%	N/A
Tiverton	0	0%	0%	N/A
<i>Totals</i>	1	0.2%	100%	N/A

- Ridership from one of this region's seven communities accounts for 0.22 percent of the total ridership of the trains surveyed.

Table 2.9
Other Origins

Municipality	Quantity of Surveys	Percentage of Total Surveys	Percentages of Other Origins	Most Frequent Departure Time
Fall River	1	0.2%	5.6%	6:33 AM
Somerville	1	0.2%	5.6%	6:07 AM
Swansea	2	0.4%	11.1%	6:07 AM
Undefined	14	3.0%	77.8%	7:12 AM
<i>Totals</i>	18	3.9%	100%	N/A

- Total surveys received from passengers of other origins: 18
- Ridership from these communities accounts for 3.9% of the total ridership of the trains surveyed.

In the second approach, the origins of surveyed passengers are broken down in broader geographical regions. This approach is based on the 2000 and 2001 surveys, with only minor changes.

There are four main areas where commuters travel from to use Providence Station: Metropolitan Providence; South of Metropolitan Providence; East Bay; and North and West of Metropolitan Providence. These areas are loosely formed in accordance with the Rhode Island counties (Providence County, Kent County, Bristol County, Newport County, and Washington County), though these areas are slightly modified for better passenger analysis.

The areas are listed in individual tables below. The tables are ordered alphabetically. Unrepresented municipalities are not listed in these tables. All undefined answers account for 3.0% (or a quantity of 14) of the trip origins, and are not included on any of the tables below.

Table 2.10
Metropolitan Providence

Municipality	Quantity of Surveys	Percentage of Total Surveys	Percentages of Area	Most Frequent Departure Time
Cranston	33	7.1%	8.4%	7:12 AM
East Providence	17	3.7%	4.3%	7:12 AM
Johnston	9	1.9%	2.3%	7:12 AM
N. Providence	7	1.5%	1.8%	7:12 AM
Providence	297	63.9%	75.2%	7:12 AM
Warwick	32	6.9%	8.1%	7:12 AM
<i>Totals</i>	395	85.0%	100%	N/A

- In the 2000 and 2001 surveys, Barrington, Scituate, and Foster are all considered Metropolitan Providence municipalities. In the breakdown of the 2008 areas, Barrington is part of East Bay; Foster and Scituate are considered to be part of North and West of Metropolitan Providence, though they did not show up in the survey results.

Table 2.11
South of Metropolitan Providence

Municipality	Quantity of Surveys	Percentage of Total Surveys	Percentages of Area	Most Frequent Departure Time
Coventry	1	0.2%	5.6%	7:12 AM
East Greenwich	9	1.9%	50.0%	6:33 AM
Jamestown	1	0.2%	5.6%	6:33 AM
Narragansett	1	0.2%	5.6%	6:07 AM
North Kingstown	1	0.2%	5.6%	7:12 AM
West Warwick	5	1.1%	27.8%	6:33 / 7:12 AM
<i>Totals</i>	18	3.8%	100%	N/A

Table 2.12
East Bay

Municipality	Quantity of Surveys	Percentage of Total Surveys	Percentages of Area	Most Frequent Departure Time
Barrington	13	2.8%	50.0%	6:33 AM
Bristol	6	1.3%	23.1%	7:12 AM
Fall River, MA	1	0.2%	3.8%	6:33 AM
Swansea, MA	2	0.4%	7.7%	6:07 AM
Warren	4	0.9%	15.4%	7:12 AM
<i>Totals</i>	26	5.6%	100%	N/A

- In the 2008 survey, Barrington is part of the East Bay area. In the 2000 and 2001 surveys, Barrington was part of Metropolitan Providence.

Table 2.13
North and West of Metropolitan Providence

Municipality	Quantity of Surveys	Percentage of Total Surveys	Percentages of Area	Most Frequent Departure Time
Lincoln	2	0.4%	20.0%	7:12 AM
Pawtucket	5	1.0%	50.0%	7:12 AM
Smithfield	2	0.4%	20.0%	6:33 AM
Somerville, MA	1	0.2%	10.0%	6:07 AM
<i>Totals</i>	10	2.0%	100%	N/A

- In the 2008 survey, Scituate and Foster are part of the North and West of Metropolitan Providence area. In the 2000 and 2001 surveys, these municipalities were part of Metropolitan Providence.

Station Access

Being dropped off is the most common way passengers access Providence Station. This form of transportation is attributable to the urban setting surrounding Providence Station, particularly the residential aspects. Driving to the Station is the second most common form of Station access. Table 3.1-3.6 displays the modes and frequencies of transportation to Providence Station. Monitoring Changes in technology and the economy affect common modes of transportation.

It is important to trace Station access over time so as to monitor and accommodate common modes of transportation. The use of cars provides a concrete example. According to the 2001 survey, 44% of Providence Station passengers drove to the Station; according to the 2008 survey, however, only 29.4% of Providence Station passengers drove to the station, a decrease of 14.6%. This is due to an increase in residential development throughout this decade in the downtown area, and Providence's walkability.

8.5% of passenger comments in the 2008 surveys represent dissatisfaction with parking costs and the garage capacity. Additionally, bicycling to the Station was not documented in the 2001 survey. A significant percentage (3.4%) of passengers currently bike to Providence Station throughout the morning, which can be attributed to the high gas prices the state and nation are currently experiencing.

Multiple access types on surveys have each been individually counted. 500 answers to the transportation access question were provided by surveyed passengers. This total includes multiple responses from individual passengers.

Table 3.1
Transportation Access to Providence Station

Access Type	Amount of Answers	Percent of Surveys	Most Common for Ridership at
Drive	147	29.4%	7:12 AM
Dropped-off	155	31%	7:12 AM
Bicycle	17	3.4%	7:12 & 8:10 AM
Walk	93	18.6%	7:35 AM
Bus	87	17.4%	7:12 AM
Unanswered (N/A)	1	0.2%	8:10 AM
<i>Totals</i>	500*	100%	N/A

* The total amount of answers is higher than the number of collected surveys because some passengers selected more than one mode of transportation.

Table 3.2
Passengers who Drive to the Station

Time	Number of Passengers	Percentage of Category
6:07 AM	29	19.7%
6:33 AM	34	23.1%
7:12 AM	37	25.2%
7:35 AM	17	11.6%
8:10 AM	21	14.3%
9:43 AM	7	4.8%
Undefined Time	2	1.4%
<i>Totals</i>	147	100%

Passengers who access the station by driving to the Station, either with fellow passengers or solo, are no longer the majority. In 2001 44% of passengers drove to the Station and parked. In 2008 only 29.4% of the total surveyed passengers drove to the Station and parked, a decrease of 14.6% since 2001(see Table 3.1).

Of the passengers who drove to the Station, most (25.2%) took the 7:12 AM train. The least amount took the 9:43 AM train, which was 4.8% of the total passengers who drove to the Station.

Table 3.3
Passengers who are dropped off at the Station

Time	Number of Passengers	Percentage of Category
6:07 AM	17	11.0%
6:33 AM	21	13.5%
7:12 AM	58	37.4%
7:35 AM	16	10.3%
8:10 AM	33	21.3%
9:43 AM	9	5.8%
Undefined Time	1	0.6%
<i>Totals</i>	155	100%

The amount of passengers dropped off at the Station has increased from the 2001 28% to 31% of total passengers in 2008 (see Table 3.1).

Of the passengers who were dropped off at the Station, the majority took the 7:12 AM train, which was 37.4% of the total passengers who were dropped off at the Station. The least amount took the 9:43 AM train, which was 5.8% of the total passengers who were dropped off at the Station.

Table 3.4
Passengers who Bike to the Station

Time	Number of Passengers	Percentage of Category
6:07 AM	2	11.8%
6:33 AM	1	5.9%

7:12 AM	4	23.5%
7:35 AM	3	17.6%
8:10 AM	4	23.5%
9:43 AM	2	11.8%
Undefined Time	1	5.9%
<i>Totals</i>	17	100%

In the 2001 passenger survey, no data was presented concerning access to the Station via bicycle. 3.4% of passengers surveyed in 2008 biked to the Station.

Of the passengers who biked to the Station, most took the 7:12 AM or 8:10 AM trains, or 23.5% of the total passengers who biked to the Station, a combined total of 47%. The least amount took the 6:33 AM or 9:43 AM trains.

Table 3.5
Passengers who Walk to the Station

Time	Number of Passengers	Percentage of Category
6:07 AM	12	12.9%
6:33 AM	11	11.8%
7:12 AM	20	21.5%
7:35 AM	21	22.6%
8:10 AM	20	21.5%
9:43 AM	8	8.6%
Undefined Time	1	1.1%
<i>Totals</i>	93	100%

In 2001 15% of passengers walked to the Station from nearby neighborhoods. In 2008, 18.6% of the total surveyed passengers walked to the Station, an increase of 3.6% from 2001 (see Table 3.1).

Of the passengers who walked to the Station, most took the 7:35 AM train, which was 22.6% (21) of the total passengers who walked to the Station. The least amount took the 9:43 AM train, which was 8.6% (8) of the total passengers who walked to the Station.

Table 3.6
Passengers who Bus to the Station

Time	Number of Passengers	Percentage of Category
6:07 AM	8	9.2%
6:33 AM	17	19.5%
7:12 AM	34	39.1%
7:35 AM	13	14.9%
8:10 AM	14	16.1%
9:43 AM	0	0.0%
Undefined Time	1	1.1%
<i>Totals</i>	87	100%

In 2001 14% of passengers took the trolley-bus to the Station. In 2008 17.4% (or 87) of the total surveyed passengers bussed to the Station, which is an increase of 3.4%.

Of the passengers who bussed to the Station, most took the 7:12 AM train, (39.1%). Zero passengers who took the 9:43 AM train bussed to the Station.

Travel Time to Station

In the 2000 survey, the amount of time that it took passengers to arrive at the Station was studied, and the data was presented in the report; however, this information was not looked at as necessary or relevant to the 2008 survey, and was not collected from passengers.

Trip Purpose, Destination, and Frequency

The vast majority of passengers travel daily from Providence Station for work or business purposes. As Table 4.1 indicates, 90.5% (a decrease of only half a percent from the 2001 survey) of the surveyed passengers commute for work reasons. The most amount of travelers commuting to Boston for work used the 7:12 AM train; the least amount of work-related travel occurred at 9:43 AM.

3.2% of passengers commute for school reasons, which is down 3.8% from 2000's 7%. The "recreation" category makes up 4.7% of the passengers. 1.7% of the surveyed passengers also listed multiple reasons for traveling toward Boston out of Providence Station.

Table 4.1
Trip Purposes

Purpose	No. Surveys	Percent of Total	Most Frequent Departure Time	Least Frequent Departure Time
Medical	6	1.3%	9:43 AM	6:07/6:33/7:12 AM
School	15	3.2%	8:10 AM	9:43 AM
Recreation	22	4.7%	8:10 AM	6:33/7:12 AM
Work	427	90.5%	7:12 AM	9:43 AM
Other	2	0.4%	7:12/9:43 AM	N/A
<i>Totals</i>	472	100%	N/A	N/A

Providence Station commuters travel to a number of different Station stops. Though there are obvious common final destinations, surveyed passengers also listed a number of minor destinations that provide a more accurate picture of the morning commuter out of Providence. See Table 4.2 below for destination information.

The reason that the quantity of responses regarding trip destinations is higher than the actual number of surveys is because passengers were allowed to choose more than one destination. 3.8% of the surveyed passengers chose more than one destination.

Table 4.2
Destinations of Trips for Commuter Rail Passengers

Destination	No. Responses	Percent of Total	Most Frequent Departure Time	Least Frequent Departure Time
Attleboro	4	0.8%	6:33 AM	N/A
Back Bay	172	36.1%	7:12 AM	9:43 AM
Canton Junction	3	0.6%	N/A	N/A
Mansfield	2	0.4%	6:33 AM / 8:10 AM	N/A
Route 128	7	1.5%	7:35 AM / 8:10 AM	N/A
Ruggles	52	10.9%	8:10 AM	6:33 AM
Sharon	2	0.4%	6:07 AM / 9:43 AM	N/A
South Attleboro	1	0.2%	6:33 AM	N/A
South Station	228	48.0%	7:12 AM	9:43 AM
Tufts	3	0.6%	N/A	N/A
Various/Other	2	0.4%	N/A	N/A
<i>Totals</i>	476	100%	N/A	N/A

The final stop for most Providence Station passengers is South Station. The second most common stop is Back Bay. In the 2000 survey, most of the work-related trips ended at South Station, though percentages were not provided. Several destinations did appear in the survey results that were unexpected.

5% of the surveyed passengers were not part of the three major Station destinations (Ruggles, Back Bay, and South Station). 3.8% of surveyed passengers selected more than one final destination.

Table 4.3
Frequencies of Commuter Rail Use

Frequency of Train Use	No. of Surveys	Percent of Total	Most Frequent Departure Time	Least Frequent Departure Time
Daily	349	73.1%	7:12 AM	9:43 AM
15 Times/Month	1	0.2%	N/A	N/A
More than 10 Times/Month	2	0.4%	N/A	N/A
5-10 Times/Month	59	12.4%	7:12 AM	6:07 AM / 9:43 AM
1-5 Times/Month	29	6.1%	7:12 AM / 8:10 AM	6:33 AM
Less than Once/Month	23	7.8%	8:10 AM	6:07 AM
<i>Totals</i>	463	100%	N/A	N/A

In 2000 over 84% of commuter rail passengers used the train out of Providence on a daily basis. 2008 saw a 10.9% decrease, with only 73.1% of passengers riding the commuter rail daily. 12.4% ride the train five to ten times a month, an increase of over 5% from the 2001 7%. Nearly 8% travel less than once a month. Out of all the frequency responses on the passenger surveys, only 0.6% of the passengers had multiple answers for how frequent they used the commuter rail.

Return Times

It is particularly difficult to provide a clear picture on the return times of Providence to Boston commuters. The responses from many passengers were varied, often influenced by the delays in many of the trains (see comment analysis below). Because of the discrepancies in departure trains and arrival times back in Providence during the afternoon, evening and night, data has been presented in two different approaches. Both approaches allow for the nullification of uncommon return times.

With the first approach (see Table 5.1 below), which is the broader of the two approaches, the data has been broken up into hourly time categories. The highest amount of passengers can be seen arriving back in Providence between 6:00 PM and 7:00 PM, at 52.1%. The second highest amount of passengers arrives between 5:00 PM and 6:00 PM, at 15.1%.

Table 5.1
Times Passengers Arrive Back in Providence (Broad)

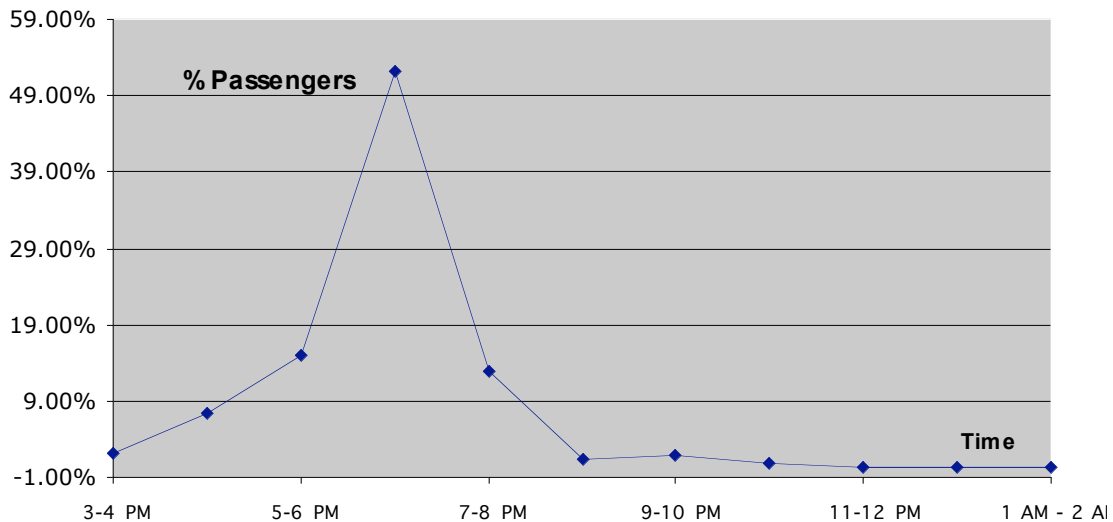
Time Category	Number of Surveys	Percent of Total
3:01 PM – 4:00 PM	11	2.2%
4:01 PM – 5:00 PM	38	7.5%
5:01 PM – 6:00 PM	76	15.1%
6:01 PM – 7:00 PM	263	52.1%
7:01 PM – 8:00 PM	65	12.9%
8:01 PM – 9:00 PM	7	1.4%
9:01 PM – 10:00 PM	9	1.8%
10:01 PM – 11:00 PM	4	0.8%
11:01 PM – 12:00AM	1	0.2%
12:01 AM – 1:00 AM	1	0.2%
1:01 AM – 2:00 AM	1	0.2%
Varies or N/A	29	5.7%
<i>Totals</i>	505	100%

The second approach (see Table 5.2 below) is more specific. The data is presented through a condensed form of the original survey response times, including the “preset options” available to passengers, which were based on five of the MBTA schedule’s listed return times: 3:09 PM, 4:46 PM, 5:42 PM, 6:06 PM, and 6:42 PM. Random and subjective times were rounded to correspond with the most common times.

Table 5.2
Times Passengers Arrive Back in Providence (Narrow)

Arrival Time	Number of Surveys	Percent of Total
3:09 PM	11	2.2%
4:46 PM	40	7.9%
5:42 PM	74	15.7%
6:06 PM	110	21.8%
6:42 PM	150	29.7%
7:11 PM	51	10.1%
7:58 PM	22	4.4%
9:21 PM	10	2.0%
10:11 PM	4	0.8%
11:32 PM	2	0.4%
1:06 AM	2	0.4%
Varies or N/A	29	5.7%
<i>Totals</i>	505	100%

Graph 1
Arrival Back to the Station



Based on the second approach, 6:42 PM had the highest number of responses at 29.7%, a number that somewhat fits the previous approach to data presentation. The second highest return time was also between 6:00 PM and 7:00 PM; the 6:06 PM return time accounted for 21.8% of the surveys. This second approach reveals that there is an almost equal spread between these two peak train times.

The amount of passengers returning at 7:58 PM or later accounted for only 8% of the surveys, revealing that the majority of commuter rail passengers return home after one work shift. Three Amtrak trains appeared in the data, including an Acela train arriving at 5:05 PM. According to passenger comments, Amtrak trains are less crowded and more comfortable to ride than MBTA trains.

Potential Phase I Ridership

Surveyed passengers were asked which Station they would use once Phase I Service (Warwick and Wickford Junction) is operational. The options were Providence, T. F. Green (Warwick), Wickford Junction (North Kingstown), and N/A. Table 6 displays the survey results, where N/A could represent continued use of the Providence Station, South Attleboro, or Attleboro Stations, or no use at all.

Table 6
Future Station Use

Station	No. Passengers to Use Station	Percentage
Providence	357	75.5%
T. F. Green	92	19.5%
Wickford Junction	11	2.3%
N/A	13	2.8%
<i>Totals</i>	473	100%

The majority of the surveyed passengers will continue to use Providence Station after the initial service extension (Phase I Service) is operational; however, a large percentage (1/5th) of the surveyed passengers will use the Station at T. F. Green in Warwick. Many passengers who presently use the Providence Station probably live close to the Station, which might explain the low number of responses for Wickford Junction. Most of those who will use the station at T. F. Green and Wickford Junction may commute to the stations in South Attleboro and Attleboro to avoid the lack of parking and traffic issues in Providence.

Passengers on the most popular departing train, 7:12 AM, were also inclined to continue using Providence Station in the future. 18.5% of these passengers claimed they would be interested in using T. F. Green, though some responses were split between Providence and T. F. Green. Passengers of the 7:12 AM train with interest in T. F. Green came from Cranston, Warwick, West Warwick, East Greenwich, and Coventry. Seven passengers who plan to use T. F. Green regularly are from Providence. One is from East Providence.

4.1% of the 7:12 AM passengers at Providence Station have an interest in using the Wickford Junction Station. These passengers are from North Providence, Providence, East Greenwich, and North Kingstown, which may indicate potential reverse-commutes in the future.

Potential Phase II Ridership

The total amount of surveyed passengers showing no interest in additional station options was 65.6%. Of the station options listed, Cranston got the largest amount of responses, at 20.6%. Other Stations listed on the survey included East Greenwich, Kingston, Westerly, and West Davisville.

Stations listed were chosen based on the Phase II study stations. Only one surveyed passenger marked an interest in West Davisville.

Table 7.1 (below) includes the N/A slot that the majority of surveyed passengers marked. Table 7.1 presents the complete picture of survey results.

Table 7.1
Complete Survey Responses

Potential Station	Number of Surveys	Percentage
N/A	305	65.6%
Cranston	96	20.6%
East Greenwich	38	8.2%
Kingston	19	4.1%
Westerly	6	1.3%
West Davisville	1	0.2%
<i>Totals</i>	465	100%

Table 7.2 (below) removes the N/A data to see only Stations of interest, and a column is added to show the amount of surveyed passengers who marked the town in question as their trip origin (this “passengers of origin” field does not include passengers who were from surrounding areas). Out of the Stations in Table 7.2, Cranston still remains the most dominant. This is probably in part due to the close proximity of Cranston to Providence Station and the resulting higher proportion of passengers currently commuting via Providence Station.

Table 7.2
Percentages of Passengers Interested in Future Stations

Potential Station	Number of Surveys	Percentage	Passengers of Origin
Cranston	96	60.0%	33
East Greenwich	38	23.8%	9
Kingston	19	11.9%	1
Westerly	6	3.8%	0
West Davisville	1	0.6%	0
<i>Totals</i>	160	100%	43

Survey Comments

Surveys that were returned had a wide array of comments. The comments were broken down into categories (see Table 8 below). The most frequent type of comment was regarding the trip time/delayed trains. Train travel delays are a large problem for commuters, who report that their trains are often more than just a few minutes late. Delays are frequently blamed on the inefficiency of other passengers getting on and off the train at stops, and the amount of stops in general.

Related to this type of comment is the express train requests, which were also common. Many passengers feel that express trains, those that run directly from Boston to Providence or from Boston to Providence with minimal stops, would be a good addition to the evening commute. Often trains are too crowded and uncomfortable, which causes some, though not many, to take the Amtrak home.

10.3% of the total comments concerned overcrowding and the lack of cars per train. 9.5% of the total comments were requests for additional trips, usually in the early evening.

All the categories of comments are interrelated. On many surveys, multiple comments were filled into the comment box. There was also a large amount of commented surveys that exceeded the comment box and went onto the back of the survey page, often filling the back completely. The results in comments reveal the passion various rail commuters have for this mode of transportation that they take back and forth between Providence and Boston.

Table 8
Break Down of Comments by Category

Comment Type	Number of Comments	Percentage of Total
Speed of Trains/Delays	41	14.5%
Crowding/Lack of Cars	29	10.3%
Broken Trains/Service Ideas	19	10.2%
Additional Trip Requests	27	9.5%
T. F. Green Comments	25	8.8%
Parking Issues	24	8.5%
Express Trains Requests	22	7.8%
Intermodal Opportunities	21	7.4%
Cleanliness/Comfort	21	7.4%
Price of Trains/Services	20	7.1%
Compliments on Service	16	5.7%
WIFI/Electricity Availability	8	2.8%
<i>Totals</i>	283	100%

Amid all the requests and critiques of the train service, 16 compliments on service (5.7% of comments) were submitted. See Exhibit 3 for examples of passenger comments.

Passenger Survey Conclusion

The June 17, 2008 survey of MBTA passengers at Providence Station was conducted to determine ridership characteristics including origin of trip, transportation to the Station, and insight into future Station use. An excellent response rate between 66.4% and 77.5% reinforces that this data is reliable for RIDOT's planning purposes. The response rate also indicates the passengers' willingness to provide input for potential service improvements.

Key findings of the Providence Station include:

- Dominance of ridership from the Greater Providence area (74.4%). Providence makes up 63.9% of the total returned surveys; Cranston makes up 7.1%; Johnston makes up 1.9%; and North Providence makes up 1.5%. The West Bay and East Bay areas provide the second and third most amount of riders.
- A large amount of MBTA passengers, 31%, are dropped off at the Station. 29.4% drive to the Station and use the parking facilities. 18.6% walk to the Station and 17.4% take the RIPTA bus or trolley to the Station.
- The majority of the surveyed passengers, 73.2%, travel daily on the commuter rail.
- 90.5% of the surveyed passengers travel by train for work-related purposes.
- The largest amount of surveyed passengers travel to South Station, and the second largest amount travel to Back Bay.
- Over fifty percent of passengers get back to Providence at the end of the day between 6:00 PM and 7:00 PM.
- The majority of Providence Station commuters will continue to use Providence Station once the initial service extension to Warwick and Wickford Junction is operational, yet many are prepared to use Warwick..

The survey assessed commuter rail passengers to determine who would use the future Stations to the south and analyze those who would continue to use Providence Station. This survey presents information that may follow up on the 2000 and 2001 surveys with additional data. See Exhibit 4 for a tabulation overview of the 2008 passenger survey.

An additional windshield survey of South Attleboro commuters has also been conducted and is included in this report.

South Attleboro Windshield Survey

Overview and Methodology

The windshield survey was distributed to the vehicles of South Attleboro Station commuters in the two MBTA parking lots closest to the station. The original plan was to distribute to the parking lots in the shopping center adjacent to the station, but a conflict occurred regarding the owner of the parking lots, who lease the lots out to MBTA, preventing RIDOT employees from distributing the flyers to these auxiliary lots. 358 surveys were distributed to Lot A, a lot that has 358 spaces. One of these spaces was empty; however, the survey was distributed to an idling car in the parking lot. The second lot had 210 spaces, all of which were filled with vehicles. There were also five bicycles that were parked near the station. A total of 573 surveys were distributed between the two lots and the bicycles. A total of 92 (or 16.1% of the total) survey responses were collected, including surveys from three of the bikes. See Exhibit 9 for a tabulated summary of the South Attleboro survey.

The survey was available to the commuters in two forms: the commuters could fill out a survey that was part of the windshield flyer, or they could visit a secure RIDOT website and fill out the survey online. The flyer attached to the windshields of the vehicles consisted of a page of explanation, as well as the first version of the survey form (see Exhibit 5). This hard copy of the survey was similar in style to the Providence Station passenger survey, and was developed to determine the passengers' place of origin, time of departure from the South Attleboro Station, trip purpose, final destination/Station stop, frequency of travel, and future station use. 19 of the surveys returned (20.7%) were hard copies mailed in to RIDOT's Intermodal Planning Section office.

Due to a rise in Internet use, both at home and in WiFi locations, the flyer also informed commuters that they could take the survey online via a host website called Survey Monkey. Survey Monkey, a private survey-hosting service, was chosen due to lack of resources in RIDOT's MIS Division, as well as the Department of Administration's previous success using Survey Monkey in their own endeavors. The online form of the survey (Exhibit 6) was created after the first version of the survey, the hard copy version, was completed. Due to a period of time in between the creation of the two forms of the survey, several questions between the two surveys differed. The online survey questioned passengers about trip origin, time of departure, mode of transportation to South Attleboro Station, trip purpose, final destination/Station stop, trip frequency, and future station use. The largest difference in the online survey was the inclusion of a question asking commuters what station they will use when Phase II of the commuter rail is complete. Almost three times more online survey responses were collected than hard copy survey responses; RIDOT received a total of 73 online survey responses (79.3% of the total responses) through the Survey Monkey website.

Surveys were distributed to the vehicles of inbound MBTA passengers at the lots closest to South Attleboro Station during the late morning of Tuesday, July 29, 2008. Unlike the Providence Station passenger survey, RIDOT employees distributed the survey later in

the morning for maximum distribution. Commuters were not notified ahead of time that the survey would occur.

Survey Results

As Exhibit 9 displays, large amounts of South Attleboro commuters originate from Pawtucket and Warwick. Exhibit 7 shows a visual layout of passenger origins. The commuters primarily came from the center and north of the state. The western, southern, and south-eastern areas of Rhode Island saw little to no commuters represented at South Attleboro. This data is similar to the ridership survey conducted at Providence Station. The East Bay region's commuters generally travel to Providence Station and take the train to Boston.

A small amount of riders (not displayed in Exhibit 7) come from Massachusetts municipalities, including Attleboro, South Attleboro, Uxbridge, Rehoboth, and Seekonk. Ridership from Massachusetts is approximately 12% of the total ridership.

The greatest number of passengers left South Attleboro on the 6:42 AM train (40.8%), with the second highest amount leaving on the 6:16 AM train (31.1%). The greatest number of passengers traveled to South Station as their final destination (57.6%), with the second greatest amount traveling to Back Bay (31.5%), statistics that coincide with the Providence Station survey. Also similar to the Providence survey was the daily commute frequency for South Attleboro Station commuters, at 88% of the total.

When Phase I of the service extension is complete, 57 (62%) of the passengers claim they will continue to use South Attleboro Station, while 26 (28.3%) of the passengers will use T. F. Green. As Exhibit 7 visually displays, many of the passengers who use South Attleboro Station live close to T. F. Green Airport and will switch over to using the commuter station physically closer to them. Many of the comments on the South Attleboro survey responses claimed parking availability and costs were of utmost importance, and will influence their decisions in station use.

Regarding the proposed Phase II station in Pawtucket or Central Falls, many of the survey responses (46.7%) indicated that the Station would be too dangerous or inconvenient for parking, and that South Attleboro Station or one of the Phase I stations would be preferred. 38% would use a station in Pawtucket or Central Falls, and 15.2% had no opinion.

The surveys that were mailed in included a question on traveling south to T. F. Green Airport via the commuter rail. Many of the responses (73.7%) indicated that the rail line would be used. 26.3% of the responses would not use the rail to travel south; this is most likely because these passengers do not use T. F. Green Airport.

On the online survey form there was a question regarding all hypothetical/proposed Phase II stations, including Cranston, East Greenwich, Kingston, Pawtucket/Central Falls, West Davisville, and Westerly. The highest amount of interest was in the Pawtucket/Central

Falls Station (30.1%), with a Cranston Station a close second (19.2%). Many of the passengers have issues with additional stations in Rhode Island, claiming that the commute time will take too long with higher numbers of commuters. If the time is extended dramatically, passengers will most likely continue to use South Attleboro so as to save on the length of the rail trip. Pricing was a second major issue that would influence which stations commuters travel from. Kingston, West Davisville, and Westerly are all proposed Phase II station options with little to no interest from South Attleboro Station commuters.

Exhibit 1

PROVIDENCE TRAIN STATION

RIDOT Commuter Rail Passenger Survey – June 17, 2008

The Rhode Island Department of Transportation (RIDOT) is conducting this survey in an effort to further improve commuter rail service in the state, and to update our projections for potential ridership from the planned Warwick Train Station at T. F. Green Airport, and from the planned Wickford Junction Station in North Kingstown. Your input is greatly appreciated.

- **RIDOT representatives will collect surveys on-board before the South Attleboro stop.**
- If your survey is not collected, please fold, tape seal, stamp and mail by July 3 to RIDOT.

<u>Question</u>	<u>Answer</u>
1. What is your hometown / trip origin?	Hometown / Trip Origin: _____
2. When does your train leave from Providence? (circle one)	6:07 AM 6:33 AM 7:12 AM 7:35 AM 8:10 AM 9:43 AM Other: _____
3. How do you typically arrive at the Providence station? (circle one)	Drive Bus Walk Dropped Off Bike Other
4. What is the purpose of your trip? (circle one)	Work/Business School Recreation Other: _____
5. What is your final destination (station stop)? (circle one)	South Station Back Bay Ruggles Other: _____
6. How often do you take the Providence train? (circle one)	Daily 5-10 Times/Month 1-5 Times/Month Less Than Once a Month
7. When does your return train usually arrive back in Providence? (circle one)	3:09 PM 4:46 PM 5:42 PM 6:06 PM 6:42 PM Other: _____
8. When the initial service extension is operational, which station do you plan on using? (circle one)	Providence T. F. Green Airport Wickford Junction
9. Thinking long-term, if the service expanded further, which station would you consider using to travel to Providence or Boston? (circle one)	Cranston East Greenwich West Davisville Kingston Westerly N/A
10. Other comments regarding rail service?	

Exhibit 2

Spatial Distribution – Providence Station Passenger Origins

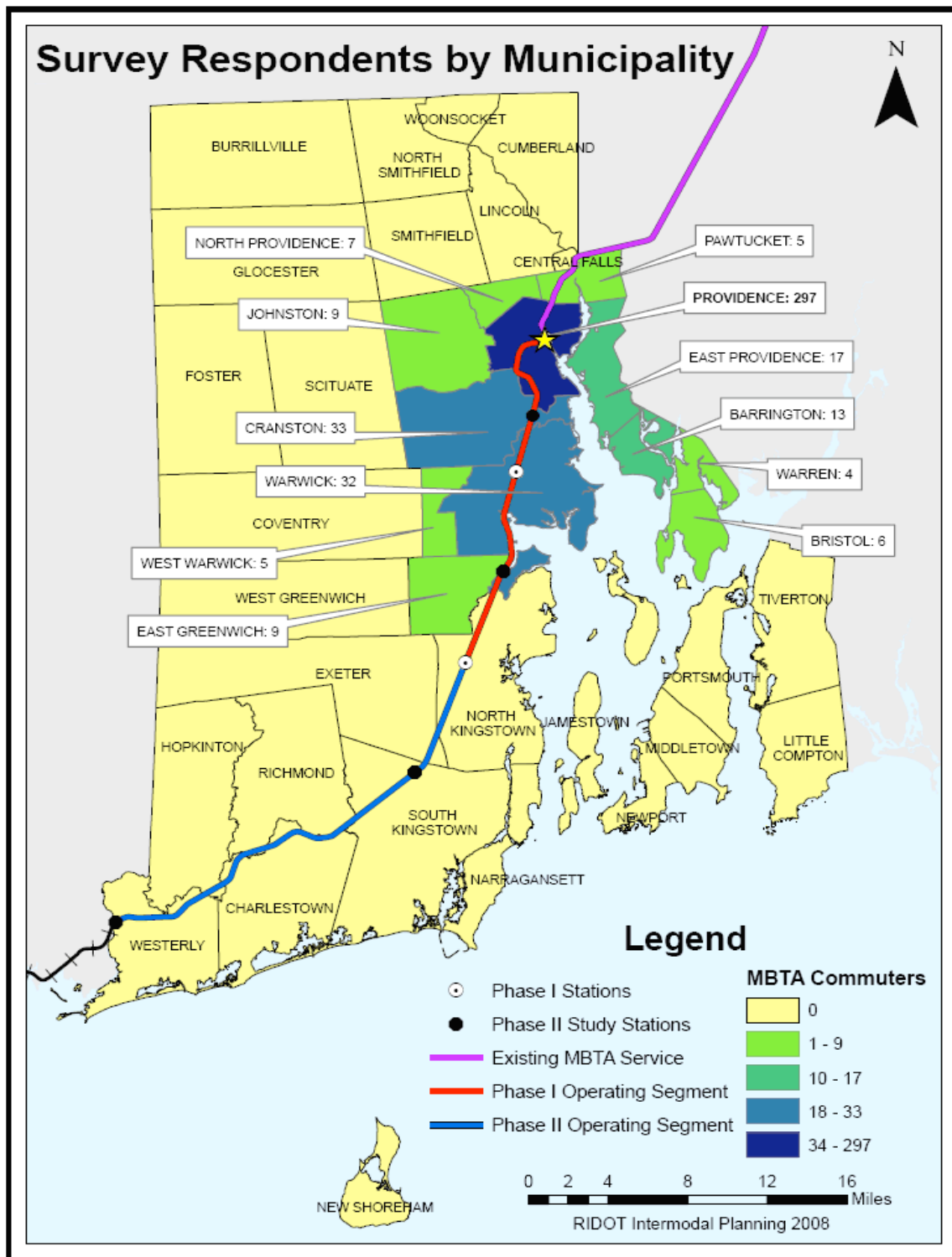


Exhibit 3

Providence Station Passenger Comments List

- All comments presented here have been made anonymous.
- All comments here are directly transcribed; mild grammatical editing was done for the purposes of consistency.
- Some comments have been removed to prevent redundancy.

- 6:07 AM
- Would be nice to have service from the East Bay area (Warren), which could help reduce the 195 congestion.
 - It would be great to have an express train to Providence on the commuter rail. Many people use Amtrak as essentially a commuter rail express.
 - I will use the T. F. Green Airport location if the service is through-service to Boston . . . if I have to switch trains, then I will drive to Providence to avoid doing so.
 - It RIPTA would adjust the bus schedules to coincide with the MBTA schedule I could take the bus to and from the train.
 - While convenient for T. F. Green, I can't image anyone will be using the other stops. By the way—MBTA trains stink! Hot, dirty, very overcrowded. It's a miserable experience, especially when I have to stand for an hour and a half between Providence and Boston.
 - Clean the ladies room in the Providence Station.
 - Please install outlets for laptop power.
 - If Amtrak had a 6 AM train I would pay the extra money and take it in a heart beat. The commuter rail trains are slow, dirty, and often broken.
 - Rail service is dependable.
 - Trains are always five minutes behind, even though we leave Providence on time.
 - Commuter rail service is quite convenient. I feel that this form of transportation should be advertised and promoted much more.
 - When expanding please consider more cars. By the time we get to Mansfield there is standing room only. Proper route planning is most important.
 - So glad rail is expanding in RI. Not fast enough. Hopefully Amtrak will stop at Airport. Must do more to get cars off highway. Thank you!
 - I often mix rail with air travel at T. F. Green, as do my work colleagues—looking forward to the Warwick Train Station not only for normal work commute but for the direct line between train and air.
 - Please tell MBTA their on-time record really stinks!
 - Car capacity is tight.
 - Maybe you should get the state correctional system work program to clean up the tracks (trash) between South Attleboro and Providence. Coordinate some buses with train arrivals.
 - 1) Have been riding for fifteen years. It's been more crowded in past two years than all before. Set more trains! 2) Consider discounts or incentives for people who walk/bike/take public transportation, as we ease parking congestion. 3) Lobby for express train to Attleboro/South Attleboro/Providence and points south. The Sharon riders have two! As ridership grows (once other stops open), could be justified.
- 6:33 AM
- Need more cars. Too crowded from Boston to Providence. Health hazard.
 - Parking is difficult at this station. Not many spaces and alternatives are too

Exhibit 3

expensive.

- No longer a regular commuter. I wish there had been more trains to Providence when I was commuting. But I would have needed a 5:30 AM train. I had to drive to South Attleboro. Is there a big enough demand to get an early train to Providence? For shift workers who have jobs in Boston?
- It's all about the parking. Free is best.
- Adding the rail to T. F. Green is a great idea. The rail however needs to increase its reliability.
- The T. F. Green station would be great for vacation/business travel as well as community. I'd also be more likely to take the train to Boston (instead of driving) on weekends for leisure trips.
- More frequent afternoon trains going back into Providence. Currently every two hours (12:00, 2:00, 3:45).
- More cars to help with the increased ridership. Clean the inside of the trains.
- Train often arrives late to Back Bay and in the evening back to Providence. Parking garage is dirty. Cab drivers throw trash outside.
- Secure bike lockers or bike check at station, or a morning train that you can take a bike on. Right now there are no trains until 9:40 where you can take a bike to Boston. Also another train leaving Boston between 6:45 and 8:15.
- I support rail expansion and less dependence upon the auto.
- Trams could be cleaner.
- Add more cars instead of cleaning the stupid windows.
- Could use a light rail system in Rhode Island.
- More bike racks.
- Too many stops and it will take too long to get to Boston.
- Need auxiliary lot for long-term parking. Cost of train ticket and parking in Warwick will determine which station I use.
- Shouldn't you try to improve existing service before worrying about expansion?
- Need better info about where/what these other options (for stations) are.
- Providence station is operationally ancient. MBTA ticket sales are cash only, even for the \$250 dollar monthly pass. Garage coupon system is inappropriate. Not enough parking.
- Embarrassing service levels. Constantly really bad.
- Keep it affordable. Add one earlier train on Sunday from Providence to Boston. Saturday schedule would be great on Sunday.
- Hate night train service. Is critical to me for total commuting convenience. All trains to Providence have been a godsend. Will use the service extension if I can get there by bus. I left Rhode Island because of the commute. Been waiting for T. F. Green since 1999. I plan to move back to Rhode Island.
- The 7:12 train is never on time at South Station—it usually arrives 8:20-8:25 AM—and is supposed to arrive at 8:16. We need better and more reliable service! Also crew people should be able to address situations on the train such as people on phones speaking loudly and interfering with other people's comfort level. And when there are people standing at the back of the car outside the restroom area and yelling and laughing and causing a commotion—crew people should ask them to “tone it down” for the consideration of fellow commuters. Sometimes the ride is utterly unbearable due to the noise levels.
- Improve the Providence-Boston line before expanding. If you make it a

7:12 AM

Exhibit 3

little more reliable it would actually be viable for young professionals to live in Rhode Island and work in Boston—and all these new condos in Providence would be much more marketable. Then expand. We should be doing much more with rail, considering the whole gas situation.

- Keep up the good work!
- I'd take the train to T. F. Green for when I have flights to catch and know many from Boston would do the same. Otherwise I will continue to use Providence Station, as I live in Providence. It would be nice to have parking for commuters here. It would also be nice to have a train between 2 PM and 3:45 PM on weekdays.
- Parking in Providence is too limited and too expensive. Amtrak lot is full before 7 AM Tuesday-Thursday.
- Return trains are always late. Affordable parking is needed for T. F. Green. Need more information on service extensions.
- We need more coaches during peak times—it is not pleasant (or safe) to have so many people crowded into too few cars. Many people have to stand between Route 128 and Back Bay, and on return between South Station and Sharon.
- What about a Fall River/New Bedford line?
- We should have more trains between 7 PM and 9 PM.
- Please add a 7:30 PM trip outbound Boston to Providence. Currently there is an hour and twenty five minute gap between the 6:50 from South Station and the 8:15.
- I know a ton of people who need Warwick Station.
- Please refill the bus stop schedules at the train station. Please label towns on your bus maps. Where can I find a list of stops in between the five listed on the schedule? Does the bus stop in between?
- The trip is one hour and twenty minutes from Providence to the Back Bay.
- Not good: dirty windows, late trains, unfriendly conductors.
- The train crew are awesome—they are always courteous, I don't know how they do it.
- It would be nice if there was an express train from Providence to Boston with no stops. I think if this was the case a lot of people in Providence would take that train. There are probably about 300 to 500 commuters a day so a medium sized train would be perfect and it would speed up the commute for us traveling a great distance to work.
- You need more cars so people do not have to stand up.
- Stop cramming us on to small trains out of Boston; service is horrible! Need more cars. Worst train out of Boston!
- Expanded public transit is always welcome!
- I'm surprised that RIDOT would even consider an extension when the service we have now is so flawed!
- Can you work on adding another car to the train? It is becoming very over-crowded. Not nearly enough seats—but now hardly enough standing room. Most nights I stand from Ruggles to Attleboro.
- I would love to take the train to T. F. Green when I go to the airport.
- A bus from the east side direct to the station would be helpful.
- Departure times from South Station (4:35-5:00PM) do not allow workers time to make those trains if they work till 4:30 or 5:00. I cannot make the 4:35 as I work till 4:30. Why not have trains leave on the quarter hour?
- Disinfect, wash down seats and floors monthly.

Exhibit 3

- An express that stops only at Back Bay and South Station would be perfect (even at an increased fare).
- Encourage MBTA to institute a real express train in the morning that arrives ahead of the Amtrak train. For example, depart at 7 AM, skip Mansfield, and arrive at Back Bay at 7:50 AM or earlier. A real express train with service from Providence to Back Bay/South Station in 45 minutes or so would greatly improve the morning commute and this kind of service would be perfect to add Warwick and/or Wickford. Two express trains in the morning (skipping as many Massachusetts Stations as possible) would be even better. Commuters from Mansfield, for example, have additional service that begins there. Rhode Island commuters need a train that gets them into Boston more quickly! And what takes the longest is waiting for passengers to load at station stops.
- Build a station in Pawtucket. Have more transit-oriented homes built.
- Even though I probably will not use the rail, I strongly support it!
- Thank goodness for the train.
- Not enough parking in Providence & need reduced rate passes for part time (i.e. 30 hours/week) employees.
- If Amtrak left around 8 AM I'd take it. Too many stops on MBTA.
- Would like more return (frequent) trains after 6 PM & before 8 PM.
- Help MBTA understand what good commuter service should be.
- A Westerly train might be a nice beach transport—that being said, I'm not interested in paying higher taxes for any of this.
- Need East Bay service.
- Why add new stops? The MBTA can't keep the trains on schedule as is. New stops = new problems!!! Put the current money to useful needs: 1) equipment, 2) customer service training for conductors, 3) cleaning trains, 4) updated signals on tracks, 5) upkeep of stations, 6) getting rid of union employees—union employees are the reason things are such a mess!
- Hope to see it expanded soon! Please consider additional trains too—current ones are already crowded.
- Amtrak is better! Several times a week I take Amtrak because it is more relaxing. The MBTA floors are dirty. In the winter, sometimes there is NO heat in some of the cars. During the summer months, some cars do not have air conditioning. Some of the seats need to be reupholstered. Trains are too crowded and many people have to stand. Instead of expanding, you need to improve what you already have: add more Double Decker cars during the rush hours! Clean the floors. Check the heat in the winter for all cars. Inspect the air conditioners during the summer for all cars. Reupholster some of the seats with slashes. The cars also smell! In essence, I split my travel between Amtrak and the commuter rail. By expanding the service to other areas, it will probably create more problems, and intensify the current concerns/issues.
- I would like to have a discount for students, because I go to Boston everyday and I need a discount. Thanks. God bless you.
- There need to be better communication between conductors and passengers. There needs to be better maintenance of equipment.
- WiFi service trial status? Food/drinks sold on train?
- Too crowded—need more cars; some conductors routinely very rude.
- With a weak economy (poor Rhode Island job growth), it would benefit Rhode Island to increase the number of Massachusetts workers who live

7:35 AM

8:10 AM

Exhibit 3

here. It would be worth studying (tax rebates, et cetera) for those commuting to make moving here worth considering—i.e. make it cheaper to commute from Providence. With an increase in income and property taxes it could be justifiable. Something to forward to your representatives on Smith Hill. A second stair or escalator at other end of platform (near the mall) would be great. Until there is an extension to T. F. Green a sustainable link (bus) between the Providence Station and T. F. Green would be great. If it does exist, it isn't promoted enough at either end. Signage/clarity of responsibility in the station—who owns it? AMTRAK/RIDOT? Some signs with correct contact information for issues would help. Need an increase of trash/recycle bins on trains and at platform. Monthly/regular open forums at station for concerns, et cetera . . . sometimes a public face is all you need.

- There should always be a restroom on the train. The “law” requires it and often a restroom is missing. Many have physical problems, and children/pregnant women need this for rides approximately one hour long (particularly in the morning).
 - It would be nice to have trains run later in the evening.
 - Need to add more train times between 8:10 and 9:43. I usually take it from Attleboro because it leaves at 9. Add train times instead of more stations!
 - Most days (except right now) train station and train cars are a pigsty! It's a disgusting mess and it feels degrading to ride the train/be in the station.
 - I wish busses dropped off at the train station.
 - Windows sometimes not very clean; recycling facilities would be appreciated; modest fares and frequency of trains most appreciated.
 - Please extend to Wickford Junction. You won't regret it.
 - Often late going into South Station! I like having free WiFi! Please expand the WiFi for a better signal.
 - Why is Kennedy Plaza called “Intermodal”? Seems to serve only the bus mode of public transit.
 - I would seriously consider moving out of Providence with new stations.
 - Provide a cart on the train with breakfast/dinner items?
 - It would be extremely helpful to have a train that runs to the TF Green Airport. I would use it all the time, and I have friends in Boston that would use it as well.
 - Need more cars, and on-time service—most trains in the evening are never on-time arriving at Providence.
 - We need parking in Providence (just like in South Attleboro).
 - Inconvenient that Providence Station MBTA tickets are cash only.
 - The airport terminal would be a very tourist friendly addition.
 - More bike-friendly trains.
 - The TF Green train stop will be great. The state should invest more in mass transit and encourage use and development of solar and wind energy.
 - It is over-packed coming back at night on a daily basis.
 - More bike racks at Providence Station, please! Also: fix the tower clock!!!
- Thanks!

9:43 AM

Exhibit 4

Providence Station Passenger Survey Tabulated Summary

What is your hometown/trip origin?	See Table 2.2																																
When does your train leave Providence?	6:07 AM 62 (13.3%)	6:33 AM 79 (17.0%)	7:12 AM 146 (31.4%)	7:35 AM 60 (12.9%)	8:10 AM 89 (19.1%)	9:43 AM 25 (5.4%)	Undefined 4 (0.9%)																										
How do you typically arrive at Providence Station?	Drive 147 (29.4%)	Bus 87 (17.4%)	Walk 93 (18.6%)	Dropped Off 155 (31%)	Bike 17 (3.4%)	N/A 1 (0.2%)																											
What is the purpose of your trip?	Work/Business 427 (90.5%)		School 15 (3.2%)	Recreation 22 (4.7%)		Medical 6 (1.3%)	Other 2 (0.4%)																										
What is your final destination (station stop)?	South Station 228 (48.0%)		Back Bay 172 (36.1%)	Ruggles 52 (10.9%)		Route 128 7 (1.5%)	Other 17 (3.4%)																										
How often do you take the Providence train?	Daily 349 (73.1%)	5-10 Times/ Month 59 (12.4%)	1-5 Times/ Month 29 (6.1%)	Less than Once/ Month 23 (7.8%)	More than 10 Times/Month 2 (0.4%)	15 Times/Month 1 (0.2%)																											
When does your return train usually arrive back in Providence?	<table> <tr> <th>TIME</th> <th>NUMBER</th> </tr> <tr><td>3:09 PM</td><td>11</td></tr> <tr><td>4:46 PM</td><td>38</td></tr> <tr><td>5:42 PM</td><td>76</td></tr> <tr><td>6:06 PM</td><td>263</td></tr> <tr><td>6:42 PM</td><td>65</td></tr> <tr><td>7:11 PM</td><td>7</td></tr> <tr><td>7:58 PM</td><td>9</td></tr> <tr><td>9:21 PM</td><td>4</td></tr> <tr><td>10:11 PM</td><td>1</td></tr> <tr><td>11:32 PM</td><td>1</td></tr> <tr><td>1:06 AM</td><td>1</td></tr> <tr><td>Other Times</td><td>29</td></tr> </table>							TIME	NUMBER	3:09 PM	11	4:46 PM	38	5:42 PM	76	6:06 PM	263	6:42 PM	65	7:11 PM	7	7:58 PM	9	9:21 PM	4	10:11 PM	1	11:32 PM	1	1:06 AM	1	Other Times	29
TIME	NUMBER																																
3:09 PM	11																																
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9:21 PM	4																																
10:11 PM	1																																
11:32 PM	1																																
1:06 AM	1																																
Other Times	29																																
What station will you use after Phase I is complete?	Providence 357 (75.5%)		T. F. Green 92 (19.5%)	Wickford Junction 11 (2.3%)		N/A 13 (2.8%)																											
What station would you use after Phase II is complete?	Cranston 96 (20.6%)	East Greenwich 38 (8.2%)	Kingston 19 (4.1%)	Westerly 6 (1.3%)	West Davisville 1 (0.2%)	N/A 305 (65.6%)																											

Exhibit 5

South Attleboro Survey – Windshield Flyer



Rhode Island Department of Transportation Commuter Rail Survey

Please assist us so that we may better improve
commuter rail service in Rhode Island.

Take the survey on our website at:
www.dot.ri.gov/projects/intermodal/survey.html

Or

Fill out this hard copy and mail to

RI Department of Transportation
Intermodal Planning Section, Room 372
Two Capital Hill
Providence, RI 02903

Exhibit 5

The Rhode Island Department of Transportation is conducting this survey in an effort to further improve commuter rail service in the state, and to update our projections for potential ridership from the planned Warwick Train Station at T. F. Green Airport, and from the planned Wickford Junction Station in North Kingstown. In addition, the cities of Pawtucket and Central Falls are studying the feasibility of restoring a station stop there. Please be as specific as possible when answering. Your input is greatly appreciated.

<u>Question</u>	<u>Answer</u>
1. What is your hometown / trip origin?	Hometown / Trip Origin: _____
2. When does your train leave from South Attleboro? (<i>circle one</i>)	5:35 AM 6:16 AM 6:42 AM 7:22 AM 7:45 AM 8:20 AM Other: _____
3. What is the purpose of your trip? (<i>circle one</i>)	Work/Business School Recreation Medical Other: _____
4. What is your final destination (station stop)? (<i>circle one</i>)	South Station Back Bay Ruggles Route 128 Other: _____
5. How often do you take the South Attleboro train? (<i>circle one</i>)	Daily 5-10 Times/Month 1-5 Times/Month Less Than Once/Month Other: _____
6. When the initial service extension south of Providence is operational, and if it's convenient for your trips, which station do you plan on using? (<i>circle one</i>)	South Attleboro Providence T. F. Green Airport Wickford Junction N/A
7. Would you find a station stop in Pawtucket / Central Falls more convenient for traveling?	Yes No
8. Would you use the commuter rail to travel south to T. F. Green Airport?	Yes No
9. Other comments regarding rail service to and from Rhode Island?	

Exhibit 6

Spatial Distribution – South Attleboro Station Passenger Origins

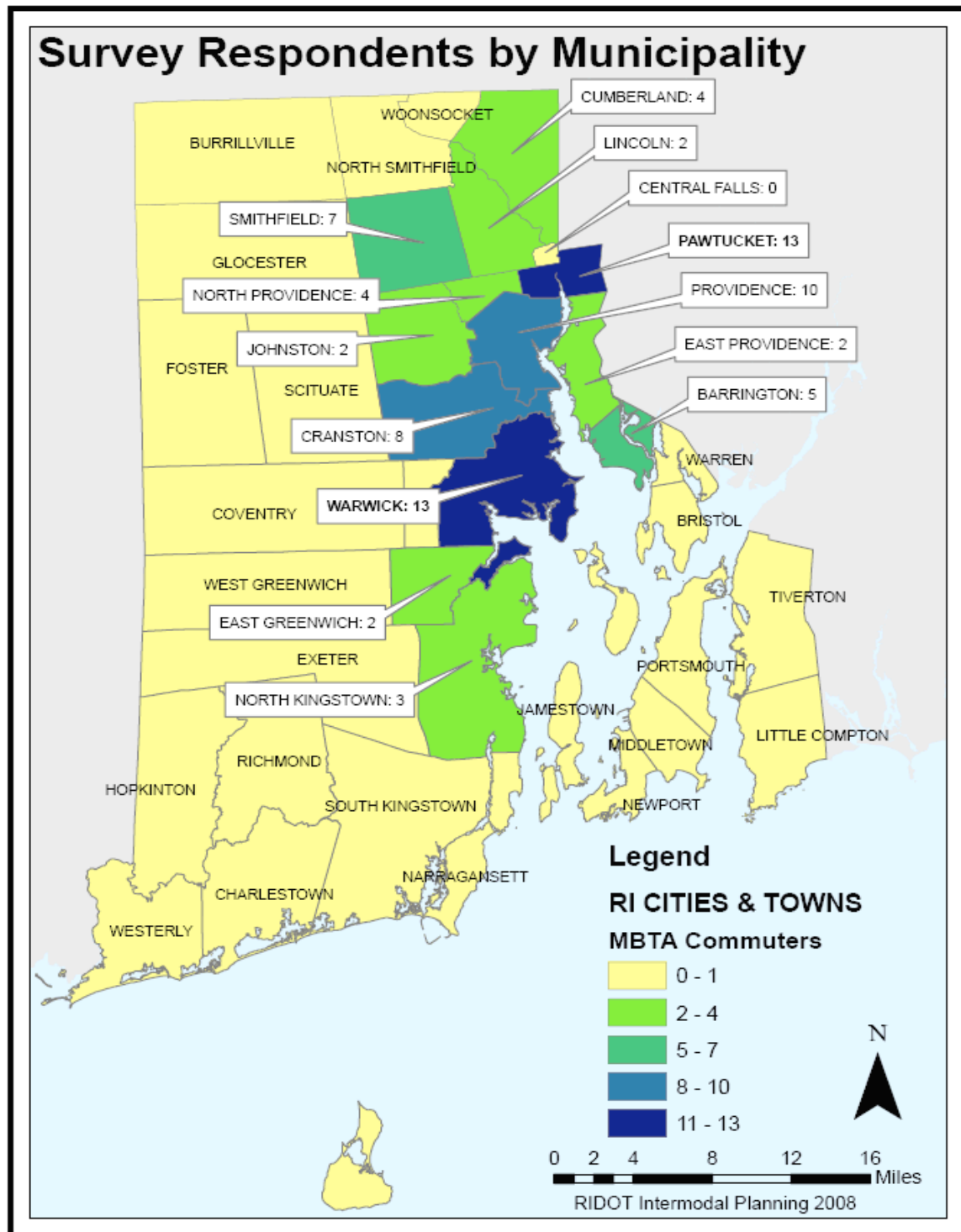


Exhibit 7

South Attleboro Survey Passenger Comments List

- All comments presented here have been made anonymous.
- All comments here are directly transcribed; mild grammatical editing was done for the purposes of consistency.
- Some comments have been removed to prevent redundancy.

Comments from Mailed-in Surveys

- It would have to be an express service with limited stops. Warwick to Back Bay in less than one hour.
- I am looking forward to the day when I can commute from Warwick to Boston via the T. F. Green Line
- There are a lot of Rhode Islanders that would catch the train in Pawtucket or Warwick.
- I will only use the Central Falls station when there is construction on the bridge.
- Parking should be free or one dollar instead of two. Tax credit for daily use of public transit.
- It would be really great if equipment was in working order. Break downs make me 1.5 hours late some days. Schedule says "Arrive at South Station 8:15 AM"--we are lucky if we are there at 8:30 AM! Lately, it has been 9-9:30 AM!
- Late or broken trains are a huge problem. Improve reliability of the trains. More frequent trains between South Attleboro and Boston. Include Ruggles as a stop for all morning trains. Express train between Providence/South Attleboro and Boston. Ticket people/cars who stop to let off passengers IN the road at South Attleboro train station. Other cars needing to park are blocked. Passengers needing to park then miss the train.
- I would use services from South Attleboro to Providence, if it operated on weekends. Parking lot in South Attleboro should be free (not two dollars!). It would be too dangerous to park in Central Falls.
- I live 10 minutes from Providence but I drive to South Attleboro every morning because I refuse to pay \$12 to \$16 dollars a day for parking.
- I would love to park in Providence but parking fees are too high. Presently parking at South Attleboro is two dollars a day.
- Price high; poor performance; frequent delays; poor seat access; poor air quality; too hot/cold in train; stations dripping water and allergens; safety, health issues not addressed; if emergency situation rare information to passengers and to conductors.

Comments from Online Surveys

- They need to keep the trains cleaner and use all double cars. If there will be more commuters, more cars need to be added. When on the train they need to communicate more with the passengers about delays they encounter. Too many late trains. It seems when a problem occurs you cannot find a conductor anywhere--it is like they hide. A system upgrade is needed. Parking should not be so expensive. If you are taking the train, parking should be free.
- Keep parking fees in line with MBTA.
- I had a trip from South Station to Attleboro last week that lasted a total of two hours and six minutes. Perhaps you need to invest some money in the trains as they have continual problems breaking down . . .
- There should be more double deck cars on the trains or more trains during rush hour traffic because of the huge increase in ridership.

Exhibit 7

- The trains should be more reliable than they currently are. They are on time only about 30% of the time. They tend to be consistently at least 10-15 minutes behind schedule.
- Hope that the train will be well maintained so there would not be frequent delays for the commuters.
- It would be great to have a station in Pawtucket. It would be nice to have a station at T. F. Green airport, but I fly out only a few times a year and I usually get a ride then. I would rarely if ever use a station in Wickford.
- I use South Attleboro Station because parking is plentiful and inexpensive. Would like to ride my bicycle to the train station, but would like better bicycle parking.
- A Pawtucket/Central Falls station would be sweet--do it!
- I think the idea of a Pawtucket train station is a good one, but it would depend on where it was. At the moment for me, getting to South Attleboro is easier than downtown Pawtucket. If the planned bike path route through Pawtucket is completed, that could change my route. Also, I would definitely use the train to get to T. F. Green.
- A Pawtucket/Central Falls station would be great, as long as there is adequate parking. If there's not going to be enough parking, don't waste the effort.
- If a station is planned in Pawtucket/Central Falls, that is a terrible idea. Most commuters would not feel comfortable leaving their car in such a lousy section of the city. South Attleboro is just as convenient as any Pawtucket location would be. Stop wasting taxpayer dollars.
- Extended service would be wonderful. I also travel from the airport frequently.
- My wife, not a current train commuter, would seriously consider daily commuting by train to Kingston if the service was expanded (or, if not expanded that far, to Warwick and then carpooling the rest of the way). We would also consider using the train to access T. F. Green on the occasions that we leave town (average 7 trips per year each).
- South Attleboro is not pedestrian friendly and there's no cover from rain. It's not at all pleasing aesthetically. It would be great to have a real station.
- Need rail service to get to T. F. Green, need indoor waiting area at all stations for inclement weather, and should be able to get discount on RI auto insurance for using commuter rail (from South Attleboro)
- I would like to see Pawtucket/Central Falls open up as to not have to travel to South Attleboro . . . If not for the no parking or unaffordable parking I would consider using Providence . . . A trip that goes direct from Pawtucket would be the way to go.
- Please keep us the commuters in the loop since we are the best source of information. Also, details on where the exact locations of stations in Pawtucket would likely go would be helpful to determine if I would use the Pawtucket station or to continue to use the South Attleboro station.
- It would be great to have service to southern part of the state--would use commuter rail more often if this were the case
- Tell the governor to do his job and bring more opportunities to Rhode Island so people do not have to leave the state for employment.
- I live in East Providence. A stop in East Bay would be best for me.
- I am very disappointed with commuter infrastructure at South Attleboro. Parking is tight in Lot 1. Crossing light is not operational. No cross walk is painted on the road. No signs posted alerting traffic to crossing pedestrians. The Route 1A bridge could be designed to key into elevated walkway connecting to over track pedestrian crossing which would be more easily determined to be handicap accessible than

Exhibit 7

walking from top of bridge to base of roadway some 100+ yards and requiring backtracking to elevated walkway. Route 1A concrete bridge material is flaking off/falling.

- South Attleboro has good highway on/off access.
- The metal over track crossing is rusting out and is in need of severe repair. There is no continual sidewalk from Shaws to the train track. (A simple concrete pour of some 15 feet would solve that issue. I've walked from Pawtucket to the train stop. The walkway along Route 1A is poorly maintained, restricting best Intermodal uses. Now that I've listed these faults, review the South Attleboro setup carefully, and engineer a better solution for the Rhode Island commuter stops. Maybe we can embarrass Massachusetts enough so that they improve their stations, which are in desperate need of overhaul.
- I personally think that adding a train station in Pawtucket/Central Falls will cause unnecessary delays in the rail service. Pawtucket/Central Falls is very close to both Providence and South Attleboro and adding an extra station would be more of an inconvenience for Rhode Island passengers. If the Providence station could provide inexpensive parking (two to three dollars a day), I would much rather take the train from Providence over South Attleboro. When considering adding more Rhode Island station stops please keep in mind that inexpensive parking is essential. Attleboro station parking is two dollars a day and parking at the Bonanza bus terminal for daily Boston commuters is only \$1 dollar a day. Also, I think adding a station near T. F. green would be ideal, not only for daily commuters to Boston but for tourists as well.
- It would be nice if there was a train earlier on Sundays. Also, on Saturdays I take train from Providence because you can park free on the street. It's such a shame that it's always dirty outside in back of the station. All the cabbies throw out cigarettes and gum on the sidewalk. Plus, as you ride to South Attleboro, there is so much trash and graffiti on the side of the tracks. Lastly, I don't know who is responsible but the plaza on the downtown side of the station is falling apart. Cracked concrete is just such a poor impression of what should be a gem.
- Service is pretty good. Cost of monthly pass is reasonable.

Exhibit 8

South Attleboro Station Windshield Survey Tabulated Summary

Part A: Online and Windshield Surveys

- The following table presents data that was gained between both forms of the survey.

What is your hometown/trip origin?	ORIGIN		NUMBER					
	Barrington	5 (5.4%)						
	Cranston	8 (8.7%)						
	Cumberland	4 (4.3%)						
	North Kingstown	3 (3.3%)						
	North Providence	4 (4.3%)						
	Pawtucket	13 (14.1%)						
	Providence	10 (10.9%)						
	Smithfield	7 (7.6%)						
	South Attleboro	5 (5.4%)						
	Warwick	13 (14.1%)						
	Other Origins	20 (21.7%)						
	Total	92						
When does your train leave from South Attleboro?	5:15 AM	5:35 AM	6:16 AM	6:42 AM	7:22 AM	7:45 AM	8:20 AM	9:43 AM
	6 (5.8%)	6 (5.8%)	32 (31.1%)	42 (40.8%)	12 (11.7%)	1 (1%)	3 (2.9%)	1 (1%)
What is your final destination (station stop)?	Back Bay	Logan Airport	Route 128	Ruggles	South Station			
	29 (31.5%)	1 (1.1%)	1 (1.1%)	8 (8.7%)	53 (57.6%)			
How often do you take the South Attleboro train?	5 to 10 Times/Month	12 to 13 Times/Month	Daily	Less than Once/Month				
	8 (8.7%)	1 (1.1%)	81 (88%)	2 (2.2%)				
What station will you use after Phase I is complete?	Providence	South Attleboro	T. F. Green	Wickford Junction	N/A			
	2 (2.2%)	57 (62%)	26 (28.3%)	3 (3.3%)	4 (4.3%)			
Would you find a Pawtucket/Central Falls station convenient for traveling?	No	Yes	No Opinion					
	43 (46.7%)	35 (38%)	14 (15.2%)					

Part B: Data from Windshield Surveys

- The following table presents data that was gained only from the windshield form of the survey.

Would you use the commuter rail to travel south to T. F. Green Airport?	Yes	No
	14 (73.7%)	5 (26.3%)

Part C: Data from Online Surveys

- The following table presents data that was gained only from the online form of the survey.

How do you normally arrive at South Attleboro Station?	Bike		Drive				
	3	(4.1%)	70	(95.9%)			
If the service expanded further, which service would you consider using?	Cranston	E. Greenwich	Kingston	Pawt./C. F.	W. Davisville	Westerly	N/A
	14 (19.2%)	8 (11%)	1 (1.4%)	22 (30.1%)	1 (1.4%)	1 (1.4%)	26 (35%)